University of Central Oklahoma
Purchasing Card Program

PaymentNet™

Cardholder Guide

Side One

Logging In

1) Open your Internet Browser.
2) Enter the following in your address bar: https://www5.paymentnet.com
3) Enter the following on the PaymentNet Login Screen:
   Organization ID: **Enter your Org ID**
   User ID: **Enter your User ID**
   Pass Phrase: **Enter Pass Phrase**
4) Click Go
5) You will be required to change your pass phrase the first time you log in.
6) Enter your new pass phrase.
7) Confirm your new pass phrase.
8) Click Save

Changing Pass Phrase

1) From the menu bar on the home page, select **My Profile**

2) Click Change Pass Phrase
3) Enter in the new Pass Phrase and then again to confirm it.
4) Click Save
5) The new Pass Phrase will take effect upon your next login.

Viewing Transactions

1) From the menu bar on the home page, select **Transactions** then **Manage.**


2) This will take you to the Transactions List page, displaying all of your transactions.

Extra detail on transactions may be available; if icons are displayed in the Trans ID column - (such as) - click the icon to view line item detail.

Reviewing Transactions

1) Click on a transaction.
2) Compare the transaction details (e.g., amounts) with your receipts.
3) Review defaulted accounting code allocations and make any necessary changes.
4) If needed, add information to the **Transaction Notes** field.
5) Click Save
6) Click List to return to the Transaction List page

Disputing Transactions

Before you dispute a transaction, you must first attempt to resolve the issue directly with the merchant!

1) From the Transaction List, click on the transaction you need to dispute.
2) Click Dispute
3) Select a Dispute Reason from the drop-down list.
4) Confirm your E-mail Address and enter the Merchant State, if requested.
5) Enter any additional information required and Click Submit.

Track the status of your dispute online on the Transaction List.
- = Dispute Submitted
- = Dispute in Process
- = Dispute Resolved

Click the colored squares and follow steps to Undo or Resolve your dispute.

Your session will automatically "time out" after 15 minutes of inactivity.

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Statement of Account Report

First Time & Schedule

1) From the menu bar on the home page, select **My Profile**

2) Check the check-box for Reports

Verify your e-mail address and click Save Save

3) From the menu bar on the home page, select **Reports** and **Create**

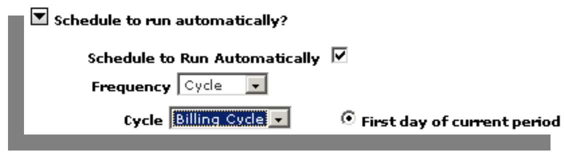
4) Select

5) Click + under **Criteria**
6) Select **Posting Date** from the Field drop-down menu; Select **Is Relative** from the Operation drop-down menu; Select **Last Period** from the Value drop-down menu; **UCO BILLING CYCLE** will default in the box to the right of Value.

Statement of Account Report

First Time (Continued)

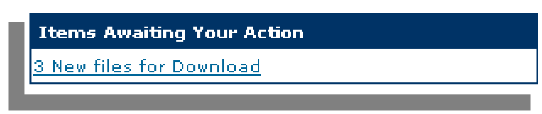
7) Check the check box to **Schedule** your report; Select **Cycle** from the Frequency drop-down box; select **UCO BILLING CYCLE** from the Cycle drop-down box.



8) Enter a unique name of your choice in the ***Name** field.
9) Click Save Save

Once Scheduled

1) On the first day of the UCO billing cycle (the 6th), you will receive an e-mail notifying you that your report is ready to be retrieved
2) You will need to log into PaymentNet
3) Click on the hyperlink in **Items Awaiting Your Action** located on the home page



Once Scheduled (Continued)

4) Click on the report name to view your Statement of Account report

Cardholder Support

The Cardholder Support Team is available 24 hours a day for assistance at

1-800-316-6056.

Possible inquiries include:

- Reporting Lost/Stolen Cards
- Balance Inquiry
- Disputes Assistance
- Fraud Inquiry
- Declined Cards

Note: Cardholder Support will not be able to assist with PaymentNet-specific questions.

PaymentNet Support

Company specific program inquiries/information or for help with navigating within PaymentNet contact:

Cindy Guthrie
Phone (405) 974-2497
Email: cguthrie@uco.edu

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